

Indian Statistical Institute, Bangalore

M.S. (QMS) First Year

Second Semester – Trouble Shooting and Problem Solving for Quality Improvement

Mid Term Exam Duration: 2 Hrs Date: February 26, 2016 Max Marks: 40

Q1. Explain briefly the role of problem solving in TQM.

Q2. What are the different steps in problem solving?

Q3. Bring out the difference between CA & PA with example.

Q4.

a) What are the various data types one comes across in TQM?

b) Explain the importance of data quality in problem solving. Explain the steps to be taken for ensuring data quality.
